
User's Reference

This chapter describes the Call Tracking main menus, their functions and the graphical displays.

Call Tracking menus

The main Call Tracking window is the background for the graphical display windows. Use these commands to configure the appearance of your graphical displays, connect to the Meridian 1 and define your alarms.

File menu

The File menu contains commands used to affect the main action of the call records as they are collected. Use these functions to pause the data collection, print graphical displays of data, reset the call collection and display Employee Database information.

The following is a list of the functions and commands in this menu:

- Call Tracking ID Code
- Schedule
- Print
- Print Setup
- Reset
- Reset Longest Call
- Employee Database Options
- Detail File

- Pause
- Exit

Real Time menu

The Real Time menu contains functions and commands used to view communications parameters, select connection scripts and connect to the Meridian 1 to start and end a real time monitoring session.

The following is a list of the functions and commands in this menu:

- Edit Database
- Connect
- Disconnect

Data File menu

The Data File menu contains commands used to monitor a specific file which contains a group of processed call records already collected from the Meridian 1. This provides a different method of monitoring your calls.

For the Data File option, Call Tracking reads and displays normalized detail files (e.g., DETAIL1.DAT). A normalized detail file is an ASCII format text file containing the CDR data records output from the Meridian 1. The CDR records must be converted to this normalized format during a data collection procedure (either as it is collected from a supported buffer unit or using a script function).

You can, for example, collect information from the Meridian 1 over a period of time and save it to a file (e.g., DETAIL1.DAT). When you click **Data File** and click **Start File** from its drop-down menu, you can simulate the real time call collection and monitoring process. This is useful if a Meridian 1 is at a distant site (long distance charges would apply) and you do not wish to poll data from this Meridian 1 over several hours in real time mode.

The following is a list of the commands in this menu:

- Start File
- End File
- Pacing Factor

Filters menu

Use the Filters commands to set the filters for the call records as they are being monitored. You can for example, set a filter to have Call Tracking only collect call records having a set minimum call duration. You can select up to 10 different filters and have Call Tracking include or exclude only the call records matching these filters.

The following is a list of the functions and commands in this menu:

- Filter Definitions
- Include
- Exclude

Alarms menu

The Alarms menu contains functions used to configure the Call Tracking alarm monitor. These alarms can be sent to your PC as a visual or audible alarm, or to an external device such as a log file, printer, network workstation, pager, modem or fax machine.

The Alarm Definitions function is used to define the alarm criteria. The Alarm Setup function is used to define the alarm parameters used by the Alarm Definitions. These parameters are global and can therefore be used by any alarm definitions. This includes such information as: pager and modem alarm parameters; audible alarm time-outs; and inactivity alarm monitoring.

The Alarm Log displays a listing of all of the alarm calls that have been logged using the Log File alarm mode. This will display the last 200 call records that signaled the alarms having the Log File mode turned on. Each alarm definition accompanies the call record which it signaled. This way you can scan through the call records based on specific alarm definitions.

The following is a list of the functions and commands in this menu:

- Alarm Definition
- Alarm Setup
- Alarm Log

Display menu

The Display menu contains functions used to manipulate the graphical display windows in the Call Tracking main window. As well, it lists the names of the graphical displays allowing you to select them by name.

The following is a summary of the graphical display commands:

- Display Detail Digits
- Auto Save Positions
- Arrange Icons
- All Icons
- Tile
- Refresh

Graphical Displays

The individual graphical displays are the main graphical components of Call Tracking. Each graphical display highlights call records in a different statistical format. These windows will continuously display your call record information. To edit the parameters and features of each graphical display, use their control-menu commands.

The following sections provide a brief description of these graphical displays.

System Times

The System Times graphical display lists the current time (as recorded by the PC's internal clock). It also displays the date and time when you started collecting the call record information.

Note: The time in this dialog is the PC time; not the Meridian 1 time.

Recent Call History

The Recent Call History dialog lists the details of the last 20 call records. Refer to this dialog to review the most recent call records. Each call record consists of the originating and terminating ID's (extensions or trunks), the date and time, duration, the digits dialed and any authorization codes.

Current Call Information

The Current Call Information graphical display lists the information of the most recent call. It includes such items as the start date and time, the originating and terminating ID, the call duration and the digits dialed. If you enabled the **Additional Info** command from the Employee Database Options drop-down menu, then this window will also include the information of the employee sending or receiving this call.

User Defined Speedometer

The User Defined Speedometer is a speedometer-like analogue gauge (call meter) which displays user definable calling activity as a percentage value. This call meter represents the percentage of calls which meet the criteria specified for a sample size. It also contains an alarm function which will activate a predefined alarm when an alarm threshold is exceeded.

Percent Calls by Duration Graph

The Percent Calls by Duration Graph displays a percentage of the total calls separated into distinct time periods. Each item in the graph represents the percentage of total calls which have a duration within each time period and lists the total for each period as a percentage of the total calls. Use this graph to spot trends in call duration and gain an overview of your telephone system's usage. Select the intervals for this graph by selecting the total range from its control-menu.

Call Origin Graph

The Call Origin Graph displays the total percentage of incoming, outgoing, tandem and internal calls. The horizontal axis contains each type of call and the vertical axis lists their percentage values based on total calls.

Call Origin Pie Chart

The Call Origin Pie Chart displays the percentage of incoming, outgoing, tandem and internal call records. This represents a different way of displaying a specific call type as shown in the Call Origin Graph.

Ring Time Meter

The Ring Time Meter window contains two graphs which display ring time information (time taken for an extension to ring before it is answered or disconnected). If your release of Meridian 1 supports ring time output, then this dialog will display this information.